



OFFICE OF THE COMPTROLLER
CITY OF ST. LOUIS



DARLENE GREEN
Comptroller

Internal Audit Section
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September 17, 2014

Charles Bryson, Executive Director
Civil Rights Enforcement Agency
1114 Market Street, Room 626
St. Louis, MO 63101

RE: Follow-up Review of the Civil Rights Enforcement Agency Process Review
Report Issued November 20, 2012 (Project #2013-P1)

Dear Mr. Bryson:

The Internal Audit Section has conducted a limited follow-up review on the Civil Rights Enforcement Agency; project #2013-P1, issued November 20, 2012. This follow-up review was made under authorization contained in Article XV, Section 2 of the Charter, City of St. Louis, as revised, and conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing*.

A limited follow-up review does not necessarily involve detailed testing or verification but instead relies on communication with department management and staff, as well as limited observations. The purpose of this follow-up review is to determine the status of the observation made in the report as of August 31, 2014.

It was determined that the following observation has not been resolved:

- Meet contract reporting deadlines – Two of the three cases reviewed were not entered in the Integrated Mission Systems within five days after receipt of complaint as required by the EEOC contract. It was also noted that the respondents in the cases were not notified within ten days as required by the contract.

We met with the Director on September 8, 2014, to discuss our determination of the status of the observation and offered them an opportunity to provide written responses to this report. Management provided written responses to us on September 15, 2014, which have been attached to this letter.

If you have any questions, please contact me at (314) 657-3490.

Respectfully,

Dr. Ishmael Ikpeama
Internal Audit Supervisor

Ron Steinkamp, CPA, CIA, CFE, CRMA, CGMA
Internal Audit Advisor

Attachment

CC: Mary Ellen Ponder, Executive Director For Operations – Mayor's Office



FRANCIS G. SLAY
Mayor

The City of St. Louis
CIVIL RIGHTS ENFORCEMENT AGENCY

1114 MARKET, SUITE 626
ST. LOUIS, MISSOURI 63101-2013



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Comptrollers Office
Attn: Dorothy Middleton
1520 Market Room 3005
St Louis, MO 63101

RE: CREA 2014 Audit Review

Dear Ms. Middleton:

Thank you for the visit to our office to discuss the content of the Comptroller's Office audit of our response times. On reflection of the findings, I would submit the following:

The date a complaint is signed does not indicate the date it was received in our office. Complainants will sign documents and not mail them until sometime later. A better measure would be the date to which the complaint is received in our office. We date stamp all EEOC and HUD type correspondence, which would be a better measure of our response time. Case 28F-2014-00039 fits into this category.

There are other times when we will get correspondence and not be clear of the complaint. CREA will then return the correspondence for further information. Therefore, the correspondence has been signed, but because of our need for further information, has not been entered into the system. Case 28F-2014-00052 fits into this category.

CREA is in the process of setting up a spreadsheet that will capture additional information that will give a more accurate reading as to our timeliness. This is being kept by our Administrative Assistance, with a weekly review by the Deputy Director and the Executive Director.

I again thank you for the review of our work, and we want to continue to work with you to further improve our systems.

Sincerely,

Charles Bryson
Executive Director

CC: Denise Jefferson, Deputy Director

